OPEN MEETING ITEM

Commissioners
Lea Márquez Peterson- Chairwoman
Sandra D. Kennedy
Justin Olson
Anna Tovar
Jim O'connor



Matthew J. Neubert Executive Director

ARIZONA CORPORATION COMMISSION

DATE:

DECEMBER 20, 2021

DOCKET NO .:

E-01345A-19-0236

TO ALL PARTIES:

Enclosed please find the recommendation of Assistant Chief Administrative Law Judge Sarah N. Harpring. The recommendation has been filed in the form of a Conforming Order on:

ARIZONA PUBLIC SERVICE COMPANY (ORDER REVISING DECISION NO. 78317 PURSUANT TO A.R.S. § 40-252)

Pursuant to A.A.C. R14-3-110(B), you may file exceptions to the recommendation of the Administrative Law Judge by efiling at https://efiling.azcc.gov/ or filing an original and thirteen (13) copies of the exceptions with the Commission's Docket Control at the address listed below by 4:00 p.m. on or before:

DECEMBER 30, 2021

The enclosed is <u>NOT</u> an order of the Commission, but a recommendation of the Administrative Law Judge to the Commissioners. Consideration of this matter has <u>tentatively</u> been scheduled for the Commission's Open Meeting to be held on:

JANUARY 11 AND 12, 2022

For more information, you may contact Docket Control at (602) 542-3477 or the Hearing Division at (602) 542-4250. For information about the Open Meeting, contact the Executive Director's Office at (602) 542-3931.

MATTHEW J. NEUBERT EXECUTIVE DIRECTOR On this 20th day of December, 2021, the following document was filed with Docket Control as a Recommended Order from the Hearing Division, and copies of the document were mailed on behalf of the Hearing Division to the following who have not consented to email service. On this date or as soon as possible thereafter, the Commission's eDocket program will automatically email a link to the filed document to the following who have consented to email service.

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By:

Grace Beltran

Assistant to Sarah N. Harpring

1	BEFORE THE ARIZONA CORPORATION COMMISSION		
2	COMMISSIONERS		
3	LEA MÁRQUEZ PETERSON– CHAIRWOMAN SANDRA D. KENNEDY JUSTIN OLSON		
5	ANNA TOVAR JIM O'CONNOR		
6			
7	IN THE MATTER OF THE APPLICATION OF ARIZONA PUBLIC SERVICE COMPANY FOR A HEARING TO DETERMINE THE FAIR VALUE OF		
8	THE UTILITY PROPERTY OF THE COMPANY FOR RATEMAKING PURPOSES, TO FIX A JUST DECISION NO.		
9	AND REASONABLE RATE OF RETURN THEREON, TO APPROVE RATE SCHEDULES ORDER Revising Decision No. 78317		
10	DESIGNED TO DEVELOP SUCH RETURN. DESIGNED TO DEVELOP SUCH RETURN. DECISION NO. 78317 Pursuant to A.R.S. § 40-252		
11 12	Open Meeting January 11 and 12, 2022 Phoenix, Arizona		
13	BY THE COMMISSION:		
14	* * * * * * * * *		
15	Having considered the entire record herein and being fully advised in the premises, the Arizona		
16	Corporation Commission ("Commission") finds, concludes, and orders that:		
17	FINDINGS OF FACT		
18	1. On November 9, 2021, the Commission issued Decision No. 78317 in this docket,		
19			
20	adopting new rates and charges and terms and conditions of service for Arizona Public Service		
21	Company ("APS").		
22	2. Decision No. 78317 orders "that APS shall revise its tariffs by changing its on-peak		
	TOU period to 4 p.m. to 7 p.m." and, further, "that the rates and charges and terms and conditions of		
23	service approved [in the Decision] shall become effective for all service rendered on and after		
24	December 1, 2021." The Decision also ordered APS to file revised rate plan tariffs/plans of		
25	administration consistent with the resolutions reached in the Decision by November 30, 2021.		
26	 On November 30, 2021, APS filed its revised rate schedules, service schedules, and 		
27	plans of administration, with all rates effective for service on and after December 1, 2021. APS noted		

"special circumstances" for, inter alia, Rate Schedule R-3 Revision 2 (Time-of-Use 4pm to 7pm

Weekdays with Demand Charge) and Rate Schedule TOU-E Revision 2 (Time-of-Use 4pm to 7pm Weekdays), about which APS stated the following:

> These rate schedules are marked as "Pending" in this compliance filing. As discussed by APS in Open Meeting, these schedules will become effective as soon as the required billing system updates and individual metering changes are complete. At that time, APS will notify the Commission and will file a final version of these schedules.

In its filing, APS included as active schedules Rate Schedule R-3 Revision 1 (Time-of-Use 3pm to 8pm Weekdays with Demand Charge) and Rate Schedule TOU-E Revision 1 (Time-of-Use 3pm to 8pm Weekdays).

4. On December 3, 2021, APS filed a letter stating that the new rates and charges had been implemented as ordered. APS further stated that the Decision requires APS to notify its customers of the new rates and charges in its customer bills and on its website in a form acceptable to the Commission's Utilities Division ("Staff"), but that Staff had not approved the customer notifications APS had provided to Staff for review "because the Decision does not acknowledge that the change in residential Time-of-Use (TOU) hours will be implemented in ten months." APS further stated:

> APS has been moving forward with implementation of the Decision consistent with the understanding that the Commission is aware that new residential TOU hours could not be completed by December 1, 2021, but will be completed within approximately 10 months. While the Decision does not expressly acknowledge this necessary extension of time to implement the new TOU hours, the Company notified the Commission of the time required to update billing systems and reprogram meters to accommodate this change both in writing and during Open Meeting discussions.

> Chairwoman Márquez Peterson filed her letter of September 13, 2021 requesting information and analysis regarding a move to a 4 p.m. to 7 p.m. on-peak period for residential customers. APS responded that implementation of this change would be a lengthy, far-reaching effort and that new TOU hours would require about ten months to fully implement. In APS's response to the Chairwoman's request, APS noted that "[t]his process will cost about \$5.2 million and take about ten months post-Decision to implement." Additionally, throughout discussions on this topic in Open Meeting, APS continued to highlight that implementation of new TOU hours would not be feasible immediately and, instead, would take about ten months to implement.²

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https://docket.images.azcc.gov/E000015845.pdf?i=1638562420096
 In the Special Open Meeting on October 5, 2021, Mr. Guldner explained that a change in TOU hours would require "about 10 months after a decision for us to get the rate design changed, to get the programming in place, to begin pushing out the meters, and then to work on the customer outreach to make sure they are aware of the change that we would be making." In the Open Meeting on October 27, 2021, Ms. Lockwood noted again, "I did want to remind the Commissioners that any change to the time of use hours is going to take us approximately 10 months to implement. So I just wanted to

make sure that was clear." In the Open Meeting on November 2, 2021, Ms. Lockwood again discussed implementation of TOU hours: "[T]he new time of use rates will not be able to go into effect for approximately 10 months in total, and that's because we do have to do system programming and metering programming. The rate decrease, the change to the rate, will go into effect on the effective date of the order. And we had requested that be at least 21 days, so we're looking at the first billing cycle or December 1st. So that will go into effect, but the new time of use rates and that rate -- the customers will not be transitioned to that until approximately 10 months."

In the letter, APS further related that Rate Schedule R-3 Revision 2 and Rate Schedule TOU-E Revision 2 had been filed with the designation "Pending" and included this language: "Upon the completion of the required billing system updates and individual customer metering changes, customers will be served under this new rate schedule with on-peak hours of 4 p.m. to 7 p.m." In the letter, APS added that it expected to begin transitioning customers to the Pending R-3 and TOU-E Rate Schedules approximately 7 months after the Decision and to complete the transition within 10 months.

5. On December 6, 2021, Staff filed a Memorandum stating that Decision No. 78317 indicates that the on-peak TOU period is 4 p.m. to 7 p.m. weekdays and that Staff could not sign off on APS's proposed Customer Notice because the Notice indicates the on-peak TOU period is 3 p.m. to 8 p.m. Staff attached pertinent examples of APS's proposed Customer Notice.

6. On December 7, 2021, APS filed a letter reiterating that it will take APS up to 10 months to implement the new TOU hours required by Decision No. 78317. APS also stated that the rate plan names approved in the Decision reflect the current TOU hours rather than the newly approved TOU hours. APS stated that it believed the Commission intended for the rate names to be updated for the new TOU hours as customers are transitioned to the new hours "over a three-month time period," that APS is not currently able to issue rate names or customer communications with the new TOU hours because they are not yet effective, that customers would be misled and potentially adversely impacted by customer communications including the new TOU hours, that the rate comparison tool and pro forma billing will not be available during the transition period and until customers can accumulate three months of historical data on the new TOU hours, and that APS seeks to confirm that its approach complies with the intent of Decision No. 78317 and requests that the Commission notify APS as soon

as possible if APS's described actions conflict with the intent of the Decision.

The 3 p.m. to 8 p.m. on-peak TOU period was included in the tables for the new rate plan names approved in Decision No. 78317 due to a mistake in making conforming changes for an amendment and is being corrected in an Order Nunc Pro Tunc. The Recommended Order Nunc Pro Tunc to make the correction was filed in this docket on December 17, 2021.

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² Although the Chairwoman directed "Staff" to prepare the conforming order, the Hearing Division understood the directive to be made to the Hearing Division.

- 7. On December 15, 2021, APS filed a four-page letter describing the various notifications being provided to customers through several different methods (bill inserts, emails, mailed letters, and on-bill messages) and on the APS website concerning the impacts of Decision No. 78317. APS also provided an update concerning development of its Customer Education & Outreach Plan and reiterated that its online rate comparison tool and on-bill pro forma billing will not be available for "a minimum of 10 months to implement the necessary changes and allow the system to accumulate an additional three-month period . . . [of] customer-specific energy-use data under the new structural rate design." APS included a 46-page attachment comprised of notification documents and website content.
- 8. At its Open Meeting on December 16, 2021, the Commission considered as an agenda item APS's December 7, 2021, letter concerning the implementation of the new on-peak TOU period required in Decision No. 78317. The Commission allowed APS to present information, extensively discussed the specific circumstances with APS, allowed Western Resource Advocates (a party to this docket) to provide its input, allowed Staff to provide its input, and received public comment on the issue from several non-parties. During the discussions, the Chairwoman noted that Exhibit APS-55, admitted in the rate hearing, stated that reprogramming meters for new TOU hours would require a 3-4 month transition period. In response, APS stated that the exhibit referred to only a portion of the comprehensive plan that will take 10 months to execute. After the public comment, the Commission voted to hold an executive session to receive legal advice. Upon its return from the executive session, the Commission directed the Hearing Division2 to create a conforming order for consideration at the January 2022 Open Meeting to: (1) allow APS until April 1, 2022, to comply with the new TOU period requirement; (2) require APS to provide refunds to each customer overpaying between December 1, 2021, and April 1, 2022, because of the delay in implementing the new TOU period; and (3) require APS to file a refund plan. Additionally, the Commission directed Staff to research a claim included in a letter filed regarding APS's information technology operations and, if appropriate, to engage in a formal investigation.
 - 9. Although APS has asserted during Open Meetings that it will take a total of

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approximately 10 months from the effective date of Decision No. 78317 (November 9, 2021) to transition to the new TOU hours approved therein, the evidence of record presented by APS, in pertinent part, stated the following:

- APS's rate comparison tool and pro forma billing feature would have to be taken offline for at least 3 months, and preferably closer to 12 months, to allow actual customer usage to accumulate.
- Reprogramming meters would require a 3- to 4-month transition period to the new time-of-use hours.3
- 10. Based on the record in this matter, the Commission determines that it is just and reasonable and in the public interest to allow APS until April 1, 2022, to complete its implementation of the new TOU hours required by Decision No. 78317. This provides APS a period of 143 days, or nearly five months, from the effective date of Decision No. 78317 to accomplish this transition.
- 11. Additionally, although APS represented in Open Meeting that the rate designs for R-3 and TOU-E are revenue neutral on a class level, the Commission is concerned that individual customers served under the R-3 and TOU-E rate plans may be required to pay more between the effective date of the new rates and charges approved in Decision No. 78317 and April 1, 2022. Thus, the Commission determines that it is just and reasonable and in the public interest to require APS to calculate the bills for R-3 and TOU-E customers for usage between December 1, 2021, and March 31, 2022, using the new on-peak TOU period of 4 p.m. to 7 p.m., and to provide to each R-3 and TOU-E customer who was billed more under the 3 p.m. to 8 p.m. on-peak TOU period than would have been billed under the new TOU period a refund for the full amount of the overbilling plus interest.
- 12. Further, because the Commission desires to ensure that the refunds are completed in a manner that best serves the public interest, the Commission concludes that it is necessary and appropriate to require APS to collaborate with Staff in establishing a refund plan and to require APS to file the refund plan resulting from this collaboration no later than February 25, 2022, for Commission consideration and approval.

3 Ex.	APS-55 at	2.	

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CONCLUSIONS OF LAW

- APS is an Arizona public service corporation within the meaning of Article XV, § 2 of the Arizona Constitution.
- The Commission has jurisdiction over APS, over the subject matter of this docket, and over the issues raised and resolved in Decision No. 78317.
- Under A.R.S. § 40-252, the Commission has the authority at any time, upon notice to the corporation affected and after an opportunity to be heard as upon a complaint, to rescind, alter, or amend any order or decision made by it.
- It is just and reasonable and in the public interest for the Commission to modify
 Decision No. 78317 as described in Findings of Fact Nos. 10 through 12.

ORDER

IT IS THEREFORE ORDERED that Decision No. 78317 is modified as follows:

- APS shall, by April 1, 2022, complete its implementation of the new TOU hours required by Decision No. 78317.
- APS shall calculate the bills for R-3 and TOU-E customers for usage between December 1, 2021, and March 31, 2022, using the new on-peak TOU period of 4 p.m. to 7 p.m., and shall provide to each R-3 and TOU-E customer who was billed more under the 3 p.m. to 8 p.m. on-peak TOU period than would have been billed under the new TOU period a refund for the full amount of the overbilling plus interest at a rate of 6% annually, pursuant to a refund plan approved by the Commission.
- APS shall collaborate with Staff in establishing a refund plan and shall, by February 25, 2022, file in this docket the refund plan resulting from this collaboration, for Commission consideration and approval.

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DOCKET NO. E-01345A-19-0236

1	IT IS FURTHER ORDERED that all other provisions of Decision No. 78317 shall remain in
2	full force and effect.
3	IT IS FURTHER ORDERED that this Decision shall become effective immediately.
4	BY ORDER OF THE ARIZONA CORPORATION COMMISSION.
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7	CHAIRWOMAN MARQUEZ PETERSON COMMISSIONER KENNEDY
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9	COMMISSIONER OLSON COMMISSIONER TOVAR COMMISSIONER O'CONNOR
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11	IN WITNESS WHEREOF, I, MATTHEW J. NEUBERT,
12	Executive Director of the Arizona Corporation Commission, have hereunto set my hand and caused the official seal of the
13	Commission to be affixed at the Capitol, in the City of Phoenix, thisday of2022.
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15	MATTHEW J. NEUBERT
16	EXECUTIVE DIRECTOR
17	DICCENTE
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	7 DECISION NO

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